

Information about your water, drainage, wastewater and solid waste utility services.

Ask Questions Before Letting People in Your House

On occasion, Seattle Public Utilities (SPU) employees will visit a private residence to post notices and verify or correct a problem. It is rare for an SPU employee to come to a home without an appointment. SPU customers can expect that if we come to your door we will:

- Show you our City of Seattle-issued photo ID card.
- Encourage you to phone SPU, at **206-386-1800**, to verify who we are.
- Only enter your home with your permission.
- Never ask you to pay the person at the door with cash or check for utility charges.
- Not solicit work, such as plumbing on your property, that SPU does not typically provide.

If anyone approaches you and states they are an SPU or water department employee and does not abide by the guidelines above or makes you uncomfortable, don't let them in — call **911**!



Get Help with Your Bill!

During these hard economic times we know that many families are feeling a pinch. Did you know that there is a program that can help you pay your utility bills? Households that qualify could get 50 percent off their Seattle City Light and Seattle Public Utilities bills for 18 months. For example, a family of three making less than \$4043 a month could qualify.

Go to www.seattle.gov/MyBill or call **206-684-0268** to learn more about eligibility requirements. You can also get signed up with one of our community partners. Contact them for details.

- **El Centro de la Raza**
2524 16th Avenue South
Contact: **206-957-4634**
- **International District Housing Alliance**
601 South King Street, Suite 305
Contact: **206-623-5132**
- **Central Area Motivation Program**
722 18th Avenue
Contact: **206-812-4940**
- **Asian Counseling and Referral Service**
3639 Martin Luther King Jr. Way South
Contact: **206-695-7506**
- **Southwest Youth and Family Services**
4555 Delridge Way SW
Contact: **206-937-7680**

Customers living in federally subsidized housing, including SHA (Seattle Housing Authority), Section 8, and KCHA (King County Housing Authority) are not eligible.

Spring Clean Your Neighborhood!

Starts April 1

Spring is quickly approaching and that means it's time for Spring Clean — Seattle's premier community cleanup event. Seattle Public Utilities invites you and your neighbors to participate!

This program is a partnership of citizen volunteers and Seattle Public Utilities, the Department of Neighborhoods, Seattle Parks and Recreation, and Seattle Department of Transportation.

Dates: Spring Clean is a two-month event lasting from April through May.

Need a Project Idea? Pick up litter, protect salmon by stenciling storm drains, paint out graffiti, remove invasive plants, or join a planned event in your community. Please note that all Spring Clean projects are on public property.

The City Will Help You! FREE litter cleanup bags, gloves, safety vests, and waste disposal permits.

Get Started! Call **206-233-7187** or go to www.seattle.gov/util/SpringClean.



Fix a Leaky Outdoor Faucet

Leaks in outdoor faucets usually occur in two places – the handle and the spout.

To fix a leak coming from the handle, try tightening the nut behind the handle with a wrench. If that fails to stop the leak, or if the leak is coming from the spout, you'll have to take the faucet apart.

Start by turning off the water supply at your shutoff valve and unscrewing the screw that holds the handle in place.

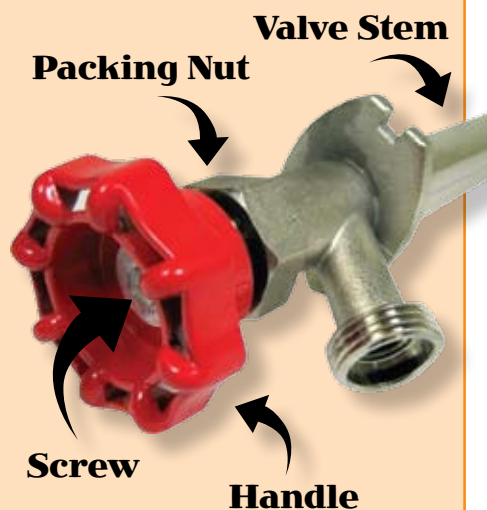
Behind the handle, you'll find a packing nut. Using a wrench, turn the nut counterclockwise and slide out the valve assembly.

Older valve stem assemblies have two washers – one behind the packing nut and one at the base of the assembly. If the washer behind the packing nut is worn, use a wrench to loosen the nut and take out the washer. Take the old washer to a plumbing supply store to make sure you're replacing it with the right one.

To replace a worn washer at the base of the valve stem, unscrew the screw that holds the washer in place, remove the worn washer, and replace it with a new, matching one.

Leaks in long frost-free valve stems are more difficult to fix, especially if the leak is inside your wall or if your valve stem is soldered onto your supply line. If you have this type of valve stem, consult a plumbing supply store for advice.

For more information on fixing leaks and step-by-step videos, visit www.savingwater.org or call 206-684-SAVE.

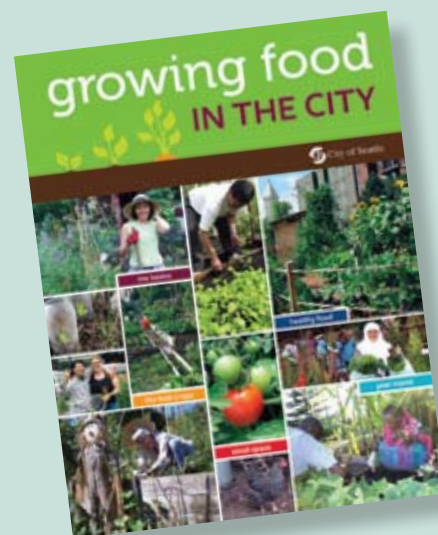


Like to Grow Your Own Food?

Seattle has a new guide to growing vegetables in the city. *Growing Food in the City* shows you how to increase your garden's bounty while helping you conserve water and keep pesticides out of local waterways.

Ideal for beginner gardeners, the guide shows you how to build raised beds, grow food in containers, use vertical space, plant and transplant, and prepare your soil for planting the chemical-free way. There is also a calendar for planting the easiest vegetable crops and a list of local resources.

Growing Food in the City will start you on your way to growing your own food. For a free copy call the Garden Hotline at 206-633-0224 or go to www.gardenhotline.org and print your own.



Your Go-To Place for Gardening Questions!

If early spring finds your garden questions are germinating, contact the Garden Hotline for expert, environmentally-friendly answers to your gardening questions at 206-633-0224 or help@gardenhotline.org.



Follow Us at SPU

Get connected with us at Seattle Public Utilities. Follow impacts to your service, learn about volunteer opportunities, and find coupons and other money-saving advice. Follow us on **Twitter** (SeattleSPU), become a fan of **Bert the Salmon** and **Evelyn the Envelope** on **Facebook**, or subscribe to our daily blog **At Your Service**.

Food and Yard Waste Collection Now Required

The City of Seattle recently passed a law requiring all apartments and condos to provide food and yard waste collection to their tenants in 2011.

Thirty percent of Seattle's landfill is made up of food waste. Why waste a good thing? Property managers can sign their apartment or condo up for food and yard waste collection by calling 206-684-7665 or go to www.seattle.gov/util/services/yard. Sign up as a Friends of Recycling and Composting (FORC) steward at the same time and save \$100 on your garbage bill!

@ Your Service is published bimonthly by the Seattle Public Utilities Customer Service Branch, 700 5th Ave., Suite 2777; PO Box 34027; Seattle, WA 98124-4027. @ Your Service is also available at: www.seattle.gov/util
@ Su Servicio se encuentra ahora disponible en español en www.seattle.gov/util/About_SPU/News/.
phục vụ tiếng Việt sẵn sàng giúp đỡ tại www.seattle.gov/util/About_SPU/News.
@ Your Service 亦可在 www.seattle.gov/util 網站上查閱

